

In re Patent Application of:
ALHADDAD ET AL
Serial No. 09/990,871
Filed: **NOVEMBER 16, 2001**

In the Claims:

1. (Currently Amended) ~~1.~~ A method of supplying one or more voice messages to a party in voice communication with a facility comprising the steps of:

(a) providing a voice message storage and retrieval mechanism in which one or more voice messages are stored, and which is controllably operative to selectively play back a respective voice message stored therein in response to a voice message selection signal applied thereto;

(b) providing a ~~call handler~~ customer relationship management (CRM) computer workstation with a ~~call handler forms-based CRM~~ display interface that is operative to display a form containing a plurality of objects in association with a call handling forms-based CRM application program employed by a CRM operator whose task it is to complete one or more forms displayed by said forms-based CRM display interface in the course of servicing a call handler to service said party; and

(c) in response to said ~~call handler~~ CRM operator performing a prescribed interaction with one or more selected objects displayed by said ~~call handler forms-based CRM~~ display interface, modifying the execution of one or more program processing actions by said ~~call handling forms-based CRM~~ application program, so as to automatically trigger one or more actions, including the automatic playback of one or more pre-recorded phrases by said voice message storage and retrieval mechanism to said party that are effective to cause said party to voice information to said pre-recorded messages, which information is filled into one or more prescribed fields of said forms-based CRM display interface by said CRM operator.

2. (Currently Amended) The method according to claim 1, wherein said ~~call handling forms-based CRM~~ application program is

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operative to cause said ~~call handler forms-based CRM~~ display interface to controllably display a plurality of control objects, manipulation of which by said ~~call handler CRM operator~~ will cause execution of pre-defined automated actions, and wherein step (c) comprises modifying, without access to source code of said ~~call handling forms-based CRM~~ application program, the execution of one or more program processing actions by said ~~call handling forms-based CRM~~ application program.

3. (Currently Amended) The method according to claim 2, wherein step (c) comprises modifying the execution of one or more program processing actions by said ~~call handling forms-based CRM~~ application program by performing at least one of hooking and sub-classing actions with respect to said ~~call handling forms-based CRM~~ application program.

4. (Currently Amended) The method according to claim 1, wherein said voice storage and retrieval mechanism is operative to automatically play back one or more prerecorded phrases as said selected voice message to said party in the voice of said ~~call handler CRM operator~~, so that it appears to said party that said ~~call handler CRM operator~~ is speaking said selected voice message.

5. (Currently Amended) The method according to claim 1,

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wherein said prescribed interaction performed by said ~~call handler-CRM operator~~ includes manipulation of an element in association with said selected object.

6. (Currently Amended) The method according to claim 1, wherein said ~~call handler-forms-based CRM~~ display interface provided in step (b) is operative to display a plurality of objects respectively associated with different information components to be interfaced with said ~~call handling-forms-based CRM~~ application program in the course of said ~~call handler-CRM operator~~ servicing said party.

7. (Currently Amended) The method according to claim 6, wherein step (c) comprises, in response to said ~~call handler-CRM operator~~ performing said prescribed interaction with selected objects displayed by said forms-based CRM display interface, causing said voice message storage and retrieval mechanism to play back respectively different voice messages requesting said party to supply respectively different information components associated with said selected objects.

8. (Currently Amended) The method according to claim 1, wherein step (c) further includes causing said ~~call handler-forms-based CRM~~ display interface to display a text message associated with said selected voice message played back to said

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party.

9. (Currently Amended) The method according to claim 1, wherein step (c) further includes causing said ~~call-handler~~ forms-based CRM display interface to modify a characteristic of the selected object for which a voice message is played back to said party.

10. (Currently Amended) An arrangement for controlling the operation of a ~~call-handling-forms-based customer relationship (CRM)~~ facility, in which a voice communication is established between a party external to said facility and a ~~call-handler-CRM operator~~ at a CRM computer workstation of said facility, said CRM computer workstation having a ~~call-handler-forms-based CRM~~ display interface that is operative to display a plurality of objects in association with a ~~call-handling-forms-based CRM~~ application program used by said ~~call-handler-CRM operator~~ to service said party, said plurality of objects being respectively associated with different information components to be interfaced with said ~~call-handling-forms-based CRM~~ application program in the course of said ~~call-handler-CRM operator~~ servicing said party, said arrangement comprising:

a voice message storage and retrieval mechanism in which one or more voice messages are stored, and which is controllably operative to selectively play back a respective voice message

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stored therein in response to a voice message selection signal applied thereto; and

a program execution modification mechanism linked with said ~~call handling forms-based CRM~~ application program, and which is operative, in response to said ~~call handler CRM~~ operator performing a prescribed interaction with selected objects displayed by said ~~call handler forms-based CRM~~ display interface, to modify the execution of one or more program processing actions by said ~~call handling forms-based CRM~~ application program, so as to automatically trigger one or more actions that are effective to enable said CRM operator to fill in information as supplied by said party into one or more prescribed fields of said forms-based CRM display interface .

11. (Currently Amended) The arrangement according to claim 10, wherein said ~~call handling forms-based CRM~~ application program is operative to cause said ~~call handler forms-based CRM~~ display interface to controllably display a plurality of control objects manipulation of which by said ~~call handler forms-based CRM~~ will cause execution of pre-defined automated actions, and wherein said program execution modification mechanism is operative to modify the execution of one or more program processing actions by said ~~call handling forms-based CRM~~ application program, without access to source code of said ~~call handling forms-based CRM~~ application program.

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12. (Currently Amended) The arrangement according to claim 11, wherein said program execution modification mechanism step is operative to modify the execution of one or more program processing actions by said ~~call handling forms-based CRM~~ application program by performing at least one of hooking [a] and sub-classing actions with respect to said ~~call handling forms-based CRM~~ application program.

13. (Currently Amended) The arrangement according to claim 10, wherein said voice storage and retrieval mechanism is operative to automatically play back one or more pre-recorded phrases as said selected voice message to said party in the voice of said ~~call handler CRM operator~~, so that it appears to said party that said ~~call handler CRM operator~~ is speaking said selected voice message.

14. (Currently Amended) The arrangement method according to claim 10, wherein said prescribed interaction performed by said ~~call handler CRM operator~~ includes manipulation of an element in association with said selected object.

15. (Currently Amended) The arrangement according to claim 10, wherein said ~~call handler forms-based CRM~~ display interface is operative to display a plurality of objects respectively

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associated with different information components to be interfaced with said ~~call handling forms-based CRM~~ application program in the course of said ~~call handler CRM operator~~ servicing said party.

16. (Currently Amended) The arrangement according to claim 15, wherein said program execution modification mechanism is operative, in response to said ~~call handler CRM operator~~ performing said prescribed interaction with selected objects displayed by said forms-based CRM display interface, to cause said ~~call handler target forms-based CRM~~ application program to trigger said voice message storage and retrieval mechanism to play back respectively different voice messages requesting said party to supply respectively different information components associated with said selected objects.

17. (Currently Amended) The arrangement according to claim 10, wherein said program execution modification mechanism is operative to cause said ~~call handler target forms-based CRM~~ application program to cause said ~~call handler forms-based CRM~~ display interface to display a text message associated with said selected voice message played back to said party.

18. (Currently Amended) The arrangement according to claim 10, wherein said program execution modification mechanism is

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operative to cause said ~~call-handler target forms-based CRM~~
application program to cause said ~~call-handler forms-based CRM~~
display interface to modify a characteristic of the selected
object for which a voice message is played back to said party.

19. (Original) The arrangement according to claim 10,
wherein said program execution modification mechanism is
operative to modify a characteristic of a selected object for
which a voice message is played back to said party.

20. (Currently Amended) The arrangement according to
claim 10, wherein said program execution modification
mechanism is operative to generate a text message displayed by
said ~~call-handler forms-based CRM~~ display interface